



## **Quality Council**

Monday, April 26, 2004

**3:30-5:00 p.m.**

Conference Room 6A, Exchange Building  
821 Second Avenue, Seattle WA 98104

### **Members Attending:**

Ron Sterling, Chair  
Alice Howell  
Eleanor Owen  
Frank Jose  
Howard Miller  
Steve Collins

### **Staff Present:**

Lisbeth Gilbert  
Melisande Noe

## **I. CALL TO ORDER**

The meeting was called to order at 3:30 p.m.

## **II. ANNOUNCEMENTS**

NAMI filled both part-time openings mentioned at the previous meeting. The Washington State Behavior Health Care conference is June 23-25 in Wenatchee. Frank indicated that scholarships for clients are available, and that NAMI of Greater Seattle has already awarded several. Steve Collins distributed the Good Newsletter.

## **III. PREVIOUS MEETING NOTES APPROVAL**

The meeting notes were approved unanimously.

## **IV. DEBRIEF APRIL 20 FORUM**

Approximately 28 people attended the NAMI South King (SK) County forum, which was facilitated by Jim Adams, President of NAMI SK. Participation was comprised of a good mix of clients, family members and advocates, and agency staff. The attendees split into two groups, with each group having a recorder and each group discussing the three major topic areas:

1. What is working in the mental health system?
2. What is not working?
3. What recommendations for improvement can be made for what is not working?

Each group provided a list for each topic and appointed a spokesperson that then reported back to the larger group. The larger group then “voted” on the recommendations they most wanted to forward to the King County Mental Health Advisory Board (KCMHAB) for further action. Among the most popular recommendations were:

- Develop a coordinated approach toward educating communities and legislators about mental illness, available resources, and examples of people recovering from mental illness.
- Improve cross-system coordination, with a particular emphasis on clients that are incarcerated in jails and prisons
- Promote consumer organized/operated support systems such as clubhouse models.
- Address funding shortfalls so that the quality and quantity of services can improve.

Frank Jose prepared a one page summary of findings from both forums, and organized findings under four major sub-headings:

1. Philosophy
2. System Design
3. Service Gaps
4. External Systems

It was agreed that this document would be sent forward to the MHAB along with any specific recommendations for further attention.

All agreed the forums had been a useful process and accomplished the mission for which they were intended.

Ron indicated that NAMI Eastside wants QC to present our forum findings at their next meeting, rather than jointly sponsor a forum in their region. Ron will follow-up.

## **V. REVIEW 2003 MENTAL HEALTH PLAN REPORT CARD**

Liz Gilbert provided an overview of the 2003 Report Card to set the context for consumer outcomes. There was considerable discussion about how measures were developed, and which clients were “counted” when progress is reported. Liz will follow up, and this discussion will continue at a later meeting.

## **VI. RSN UPDATE**

Postponed until May.

## **VII. ADJOURNMENT**

The meeting adjourned at 5:15 p.m.